School Field Trip Attendance Zoo



KPI Owner: Kimberly Allgeier Process: Education

5,869

13,570

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|----------------------------|-----------------|-----------------------|---|-----------------|--|--|--|--|--|--|--|--|--|
| Baseline, Goal | , & Benchmark | Source Summary | Continuous Improvement Summary | | | | | | | | | | |
| Baseline: 61,984 guests, I | FY 15 | Data Source: Zoo | Plan-Do-Check-Act Step is Unclear | | | | | | | | | | |
| Goal: Increase Zoo Group | Attendance | Attendance Report | Measurement Method: The number of school group attendees per month | | | | | | | | | | |
| | | Goal Source: TBD | who visited the Zoo. | | | | | | | | | | |
| | | | Why Measure: Encourages a sense of responsibility for animal & plant life | | | | | | | | | | |
| | | Benchmark Source: TBD | Next Improvement Step: Developing a new set of programs and fieldtrip | | | | | | | | | | |
| Benchmark: TBD | | | guides for schools. Updating forms for schools to improve communication. | | | | | | | | | | |
| | | How Are | We Doing? | | | | | | | | | | |
| Feb2015-Jan2016 | Feb2015-Jan2016 | | Jan2016 Goal | Jan2016 Actual | | | | | | | | | |
| 7 Month Goal | 7 Month Actual | | Janzoto Goal | Janzo 10 Actual | | | | | | | | | |

| | Students Students | | | | | | | | | | | | Students | | | | | Students | | | | | | | | | |
|----------|------------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------------|-------------|---------|----------|---------|---------|---------|----------|----------|---------|---------|-------------------|----------|-----------|---------|---------|------|--|
| | School Field Trip Attendance | | | | | | | | | | | | | | | 1 | • | | | | | | | | | | |
| | 30,000 | | | | | | | | | | | | | | | | | | | | | | | | | Good | |
| | 25,000 | | | | | | | | | | | | | | | | | | | | \uparrow | • | | | | | |
| ıts | 20,000 | _ | | | | | | | | | | | | | | | | | | | $-\!\!\!/\!\!\!/$ | \vdash | | | | | |
| Students | 15,000 | | | | | | | | | | | | | | | | | | | | + | + | | | | | |
| St | 10,000 | | | | | | | | | • | | | | | | | | | | | 1 | * | | | | | |
| | 5,000 | | | | | | | | | \rightarrow | X. 4 | * | | | | | . | A | | | - | 1 | | | | | |
| | 0 | Feb2012 | Apr2012 | Jun2012 | Aug2012 | Oct2012 | Dec2012 | Feb2013 | Apr2013 | Jun2013 | Aug2013 | Oct2013 | Dec2013 | Feb2014 | Apr2014 | Jun2014 | Aug2014 | Oct2014 | Dec2014 | Feb2015 | Apr2015 | Jun2015 | Aug2015 🔦 | Oct2015 | Dec2015 | L | |
| | → Data — Median — Goal — Benchmark | | | | | | | | | | | | | | | | | | | | | | | | | | |

The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.